REQUEST FOR PROPOSAL

ELECTRONIC DOCUMENT MANAGEMENT AND CLIENT SCHEDULING SYSTEM

BRUNSWICK COUNTY, NORTH CAROLINA

FEBRUARY 18, 2015

Request for Proposal
ELECTRONIC DOCUMENT MANAGEMENT and Client Scheduling System

February 18, 2015

Brunswick County Department of Social Services is requesting proposals from service providers regarding a Cloud Based **ELECTRONIC DOCUMENT MANAGEMENT** and Client Scheduling System.

The requirements for submitting proposals are stated in the attached Request for Proposal (the “RFP”). Please review them carefully.

Responses are due to Brunswick County Department of Social Services, 60 Government Center Dr., Bolivia, N.C. 28422 no later than February 26, 2015 at 5:00 p.m. One (1) digital copy, one (1) original and three (3) copies of your response should be submitted in a sealed opaque envelope or box plainly marked with the project name as follows:

Request for Proposal
Attention: Catherine Lytch
Name of Company Submitting Response
Electronic Document Management and Client Scheduling System

RFP questions should be directed to Catherine Lytch per the enclosed instructions in Section 2.3.

1. Introduction.

The Brunswick County Department of Social Services is a part of the Department of Health and Human Services serving one of the largest rural counties in the State of North Carolina.

Currently there are over 23,600 open active cases with a growing demand for services. The department is operating with a budget of approximately six million ($6,000,000.00) dollars. As the demand for services grows the department must be prepared to meet the needs of the clients using currently available and upgradeable information technology.

1.1. Background and Intent.

The Brunswick County Department of Social Services, hereinafter referred to as County, is seeking proposals for a Cloud based Electronic Document Management and Client Scheduling System to improve customer service and efficiencies in the associated programs.

1.2. Accuracy of RFP and Related Documents.

The County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFP, or otherwise distributed or made available during the procurement process. In addition, the County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a Service Provider reply on any oral statement by the County or its agents, advisors or consultants. The County assumes no responsibility for conclusions or interpretations derived from technical and background information presented in this RFP, or otherwise distributed or made available during the procurement process. In addition, the City/County will not be bound by or be responsible for any explanation, interpretation or conclusions of this RFP or any documents provided by the County other than those given in writing by the County through the issuance of addenda. In no event may a Service Provider reply on any oral statement by the County or its agents, advisors or consultants.

1.3. County Rights and Options.

The County at its sole discretion reserves the following rights:

- To supplement, amend, substitute or otherwise modify this RFP at any time;
- To cancel this RFP with or without the substitution of another RFP;
- To take any action affecting this RFP, this RFP process, or the Services or facilities subject to this RFP that would be in the best interests of the County;
- To issue additional requests for information, and/or;
- To require one or more Service Providers to supplement, clarify or provide additional information in order for the County to evaluate the responses submitted.

1.4. Expense of Submittal Preparation.

The County accepts no liability for the costs and expenses incurred by the Service Providers in responding to this RFP, in preparing responses for clarification. Each Service Provider that prepares a Response shall do so at its own expense and with the express understanding that they cannot make any claims whatsoever for reimbursement from the County for the costs and expenses associated with the Response.

1.5. Trade Secrets/Confidentiality.

Upon receipt at the County, your Response is considered a public record except for material which qualifies as "Trade Secret" information under N.C. Gen. Stat. 66152 et. seq. Your response will be reviewed by County staff and members of the general public who submit public records requests. To properly designate material as a trade secret under these circumstances, each Service Provider must take the following precautions: (a) any trade secrets submitted by a Service Provider should be submitted in a separate, sealed envelope marked **"Trade Secret—Confidential and Proprietary Information—Do Not Disclose Except for the Purpose of Evaluating this Response,"** and (b) the same trade secret/confidentiality designation should be stamped on each page of the trade secret materials contained in the envelope. In submitting a response, each Service Provider agrees that the County may reveal any trade secret materials contained in such response to all County staff and officials involved in the selection process, and to any outside consultant or other third parties who serve on an Evaluation Committee or who are hired by the County to assist in development of specifications. Furthermore, each Service Provider agrees to indemnify and hold harmless the County and each of its officers, employees, and agents from all costs, damages, and expenses incurred in connection with refusing to disclose any material, which the Service Provider has designated as a trade secret. Any Service Provider that designates its entire response as a trade secret may be disqualified.

1.6. Equal Opportunity.

The County has an equal opportunity purchasing policy. The County seeks to ensure that all segments of the business community have access to supplying the goods and Services needed by County programs. The County affirmatively works to encourage utilization of small and minority business enterprises in our procurement activities. The County provides equal opportunity for all businesses and does not discriminate against any Service Providers regardless of race, color, religion, age, sex, national origin, or disability.

1.7. Clarification of Ambiguities.

Any Service Provider believing that there is any ambiguity, inconsistency or error in this RFP shall promptly notify the County as outlined in Section 2.3, in writing of such apparent discrepancy. Failure to notify will constitute a waiver of claim of ambiguity, inconsistency or error.

2. Description of RFP Process.

This section contains information, which shall govern the procurement process for this project.

2.1. Schedule and Process.

The following chart shows the schedule of events to prepare your organization's response. The key events and deadlines for this process are as follows, some of which are set forth in more detail in the sections that follow:

DATE	**EVENT**
February 18, 2015	*Issuance of RFP.*
February 23, 2015	Service Providers are permitted to submit written questions to the County, but only for purposes of clarifying this RFP. All submissions shall be submitted as outlined in Section 2.4.
February 26,2015	RFP responses are due by 5:00PM on this date.

2.2 Interpretations and Addenda.

No significant interpretation or clarification of the meaning of any part of this RFP will be made orally to any Service Provider. Service Providers must request such interpretations or clarification in writing from the County. Requests for information or clarification of this RFP must be made in writing and addressed to Catherine Lytch at the mailing address, fax number or E-Mail address listed below, with e-mail being the preferred method of communication. Questions should reference the RFP page and topic number.

Catherine Lytch
60 Government Center Dr.
Bolivia, N.C. 28422
catherine.lytch@brunswickcountync.gov

Please submit your questions by February 23, 2015. Any written responses issued by the County to questions and requests for information will be provided to all Service Providers that have requested an RFP. Any and all such interpretations and supplemental instructions will be made in the form of written addenda and shall become a part of this RFP.

2.2. Submission of Responses.

One (1) original response signed in ink by an authorized company official, plus three (3) copies shall be submitted to the address in Section 2.3. The "original" response and each of the three (3) copies shall be complete and unabridged, and shall not refer to any other copy of the signed original for any references, clarifications, or additional information. When received, all responses and supporting materials, as well as correspondence relating to this RFP, shall become the property of the County. **Responses sent by facsimile (fax) will not be accepted.** Responses or any part thereof, received after the deadline may not be considered. Responses will not be made available to inspect or copy until any trade secret issues have been resolved.

3. Scope of Work.

3.1. Objective and Scope.

The Brunswick County Department of Social Services is requesting an RFP (Request for Proposal) for Computer Equipment as well as operating software to include document management forms management, appointment management, and related hardware to support programs administered by the department. These programs are, but not limited to, Child Protective Services, Child Support Enforcement, Income Maintenance, Administration, Clerical Support, and Social Work.

Current staffing levels are for a staff of 135. Staff is made up of eighteen (18) Administrative employees, thirteen (13) Clerical (Office Assistant) employees, sixty seven (67) Income Maintenance and Child Support Enforcement, and thirty seven (37) Child and Adult Service case work employees.

Proposed computer system equipment and software must be able to support the above mentioned staffing requirements.

3.2. Desired Outcomes of the Project

The overall desired outcomes for the project are as follows:

- Improvement of client services by eliminating long waits in the lobby, retrieving documents quickly, and improving productivity by the agency workers
- Improve communication among caseworkers and supervisors by electronically capturing client documentation once and allowing immediate access to multiple caseworkers simultaneously
- Improve security of documents by electronically storing documents which are safeguarded in a system instead of all paper documents in a common filing area
- Improve efficiency and agency worker morale by reducing the time it takes to locate critical information by providing immediate access to information, allowing workers to complete forms at their computer without paper, and allowing streamlining of workers jobs to alleviate the burden of mounds of paper everywhere
- Reduction of overall maintenance and supply costs to include paper, copier repairs, printer replacements, toner costs for copiers, faxes and printers, and rented storage
- Provide mobile functionality to allow workers in the field to be more efficient.

3.3. General Functional Requirements

A. *Include general system issues, such as:*
   - *Integration with existing hardware and/or software*
   - *Integration with existing systems for the purposes of obtaining data or coordinating work processes, such as legacy systems.*
   - *Compliance with policies or regulations*
   - *Compliance with IT initiatives*

B. Work together with the Agency to assess the needs and identify the best practices to implement and use the system.

C. The vendor must demonstrate their system capability by including three references of similar size and business, where described functionality is installed in a production environment. Social Services agency references are preferred.

D. The system provided by the vendor must include complete functionality as defined by the proposal specifications.

3.4. General Technical Requirements

A. Provide detailed and complete acquisition, installation, and configuration for all hardware and software required to run the proposed system in the Agency.
B. Provide recommendations on network/infrastructure changes needed to support the hardware and software.
C. The vendor must provide details on the system's data security, from system administrator to power users and end users. The system must include system security features and options to function in a multi-user environment.
D. System should utilize a client-server design -- Application programs load from the local workstation client hard drive and access a network database server for property information that is shared by all client workstations.

3.5. Document Capture

A. Ability to capture verifications (pay stubs, rent receipts, etc.) and other documents that are produced by clients which vary greatly in size, quality, single sided or double sided, black and white or color, etc. by using scanners. Scanners should be capable of scanning a Driver License or similar laminated card type document, as well as normal letter and legal documents. Scanner should automatically switch color, simplex/duplex settings based on the type of document being scanned.

B. Electronically capture documents from clients once, without producing multiple copies or photocopying. All documents should be captured at the point where they are first received by the Agency, including the mailroom and front desk.

C. Provide the option to produce a scan receipt with thumbnail images that can be given to the client as proof of receipt. Receipts should allow for configurable information, such as document type, date, scan user, etc.

D. Provide ability to print mailing labels to allow for the return of originals to the client for documents received through the mail.

E. Provide for the capture of bar codes when scanning forms and use bar code values to populate index fields.

F. Provide a process to retrieve demographic and caseload data from state systems to use to identify documents upon scanning. Index values, including Client name, SSN and case number, must be automatically inserted into the index fields from state system data to reduce time and errors associated with manual indexing.

G. Provide options for routing of scanned documents, including the ability to route to multiple recipients.

H. Provide configurable profiles that can control required index values and routing options when scanning.

I. Provide a configurable time and date stamp that is burned onto the image.

J. Provide document preview and adjustment features, including the ability to adjust brightness, cut and paste pages, and delete pages before submitting to the ECMS.

3.6. Electronic Content Management System (ECMS)

A. Store documents in a non-proprietary electronic format.

B. Ability to add documents to the ECMS on an ad hoc basis from other applications, including email, faxes and screen captures.

C. Ultimately eliminate paper and hard copy case files from the agency. All interviews with clients should be conducted without generating paper documents, other than that which is handed to the client as their personal copy or receipt.

D. Ability to file the documents into an electronic case file by logical groups or batches for easy retrieval by end user. Index values, including Client name, SSN and case number, must be automatically inserted into the index fields from state systems data to reduce time and errors associated with manual indexing.

E. Provide for the ability for case workers to easily see all of their newly received documents.

F. Allow the case worker to mark documents for follow-up. Provide a calendar and list view of documents that are marked for follow-up.

G. For documents that apply to multiple cases, the documents should appear in the queues of all case workers that have been assigned a case to which the document is pertinent.

H. Allow for easy searching of documents by index values, document types, document groups and by roles.

I. Allow for virtual “working folders” that allow documents to be retrieved for active cases based on user determined criteria.

J. Allow for documents to be viewed on a second monitor, while allowing for other applications to be viewed on the first monitor.

K. Allow for hierarchical structures for users, user departments, groups and agency records which include various permissions on what users can and cannot do.

L. Contain security measures to prevent accidental deletion of documents, including an audit record that shows all activity on that document.

M. Contain security measures for special treatment of Agency confidential documents that are identified by SSN or case number.

N. Allow for confidential treatment of sensitive or personally identifiable data, like SSN.

3.7. Electronic Forms Management Requirements

A. Ability to easily complete federal, state and local forms electronically that are reproduced with the same look and feel as the original form. Data entry of form fields should be accomplished using text boxes, list boxes or check boxes.

B. Ability to pull required demographic data from the system of record and populate the associated form fields on a form or group of forms.

C. Provide the ability to spell check keyed data and correct or add to the dictionary for future checks.

D. Provide the ability to perform calculations on form fields.

E. Ability for users to save popular forms as favorites for easy access.

F. Ability to import forms from existing in formats, including Microsoft Word and Excel, and PDF, and render in an unalterable electronic format without printing and scanning.

G. Provide the option to automatically file the completed form in the ECMS without printing and scanning. Use the data from the state case management system to populate index values for the electronic form as it is stored in the ECMS, eliminating the need to re-key index values.

H. Ability to easily retrieve and print completed forms.

I. Provide an electronic form designer to create, modify and maintain forms. Allow for a friendly name for each form.

J. Allow for signing, or initialing any form using an electronic signature pad which becomes a permanent, unalterable part of the form when completed.

K. Allow for forms to be printed with bar codes.

L. Allow for the creation of forms groups to automate the selection of multiple forms for a given type of appointment or assistance. Upon selection of a form group, multiple forms should be presented to the user, allowing them to be completed in sequence, and submitted to the ECMS, or printed for the client.

M. Provide the ability to print mailing labels or envelopes.

N. Provide a mail merge function to merge data from Microsoft Excel files into a form or group of forms.

3.8. Mobility Requirements

A. Mobile solution must run on an Apple iPad tablet device.

B. Allow users to manage case, member and document information on the tablet, including the ability to add case notes and narratives.

C. Provide the ability for users to dictate their case notes and transcribe interviews to create case narratives.

D. Allow users to download case file documents, including forms, photos, correspondence, or notes to the tablet for use in the field while in either a connected or a disconnected mode.

E. Allow the user to capture content (e.g. documents, photos or audio recordings) on the tablet in either a connected or a disconnected mode.

F. Ability to easily complete federal, state and local forms electronically that are reproduced with the same look and feel as the original form. Data entry of form fields should be accomplished using text boxes, list boxes or check boxes.

G. Ability to pull required demographic data from the system of record and populate the associated form fields on a form or group of forms.

H. Allow the user to obtain client signatures on the forms directly on the tablet.

I. Provide the ability to spell check keyed data and correct or add to the dictionary for future checks.

J. Provide the ability to perform calculations on form fields.

K. Automatically annotate captured content (e.g. images, photos, audio) with the user's ID, a time/date stamp, and other index information.

L. When content is captured in the context of a case (and case member) automatically associate the content with the case (and case member).

M. Prompt the user for an optional comment to be added to a captured photo.

N. Allow the user to launch their email app while within the context of the case to create a new message and automatically attach any content item (e.g. notes, forms, photos).

O. Provide a means to adequately secure the tablet to protect the client and case related data.

P. Provide the user with an optional privacy mode to control and limit what information is viewable on the screen.

Q. Provide a means to electronically exchange data so that case information (e.g. case notes) collected in a disconnected mode can be automatically uploaded to the system of record.

R. Provide the option for a detachable keyboard.

3.9. Client Scheduling Requirements

A. Automate the scheduling of appointments allowing workers to input their work schedules.

B. Allow for creation of multiple appointment types to reflect the Agency business model.

C. Provide unlimited number of configurable "waiting queues" for clients who walk-in without a scheduled appointment.

D. Allow for clients to perform a self check-in upon arrival to the Agency for a scheduled appointment.

E. Provide unlimited configurable rotation lists for balance assignment of appointments.

F. Provide statistical reports regarding client's appointments to include average client wait times, no-show statistics, total number of appointments by type of worker and number of escalated appointments.

G. Provide communication between reception and caseworker areas, allowing the front desk to notify workers when a client arrives for appointment. Provide for escalated appointment notifications when a client waits in the lobby for an extended period of time.

H. Permit supervisors to search for time blocks for scheduling staff meetings.

I. Allow for hierarchical structure for users, user departments, groups and agency records which include various permissions on what users can and cannot do.

J. Allow for maintenance and tracking of multiple rotation lists to show which worker should receive the next appointment of a given type, based on past assignment history.

K. Provide for simple reassignment of appointments from one worker to another in the event a worker calls in sick. Ensure that reassignment is only made to a worker capable of handling the specific appointment type.

L. Permit supervisors to reassign appointments.

3.10. Desktop Faxing Requirements

A. Ability for users to retrieve the appropriate electronic document on their workstation and fax it directly from their desktop computer.

B. Ability to keep commonly used fax number and user names in a phone book.

C. Ability for all incoming faxes to be directed to one employee's computer and then routed to the appropriate worker electronically.

D. Ability for the user to view the document and save it to the ECMS.

3.11. Training and Documentation

A. The vendor must provide end user training for all designated Agency employees. Training must be provided for all application software. The vendor must prepare and provide a training plan with scheduled dates, time frames, and locations. All end user training must be conducted at the Agency's designated location. The training plan must be submitted for approval and included in the overall implementation plan.

B. Administrator training must also be provided on the creation of forms.

C. Administrator training must be provided on the administration functions of the system, at a level appropriate for the technical point of contact (TPOC).

D. End user documentation for all vendor-supplied software and third party software must be provided.

3.12. Implementation Support and Services

A. Provide a detailed installation, conversion, and training plan that outline the overall implementation of the new system. This plan should include project time frames with goals for each.

B. Provide information concerning requirements of Agency staff and facilities.

C. Provide a required number of days for on-site system implementation, application and system training prior to and during system implementation.

D. Provide detailed pricing for any costs associated with additional training, implementation, or conversion beyond the prices in the proposal submission. Include any impact resulting from travel expenses.

3.13. Warranty and Maintenance Support

A. Hardware will be warranted for standard manufacturer warranty period.

B. Vendor support must be available directly between 8:00 A.M. and 5:00 P.M. EST on all normal business workdays. If the issue involves a work stoppage, the vendor must respond to the request and work until it is resolved.

C. Proposals must include the problem escalation procedures and identify the location from where support personnel will be dispatched.

D. Proposals must define the conditions under which vendor personnel will be available to perform modifications during the life of the software.

E. Proposals must describe the software vendor's approach to releasing upgrades. This discussion must include information about the timing of releases and the prices involved. If software becomes available on new platforms (hardware) and/or operating systems, explain the policy concerning existing customers making the change to the new software.

4. Response Format.

The County desires all responses to be identical in format in order to facilitate comparison. While the County's format may represent a departure from the Service Provider's preference, the County requests adherence to the format. All Responses are required to be in the format described below:

A. Cover Letter

B. Section 1 Executive Summary;

C. Section 2 Company Profile;

D. Section 3 Client Profiles;

E. Section 4 System Functionality;

F. Section 5 Implementation, Training, Maintenance;

G. Section 6 Budget, and

H. Other information the Service Provider wishes to communicate to the County.

All responses shall be 8 1/2" x 11" format with all standard text no smaller than 11 points. [Specify any desired format, such as, “All submissions should use one-sided copying, with numbered pages, and be bound in a three ring binder or other book format with tab dividers corresponding to the content requirements specified below.”] Please provide one (1) original signed response, three (3) copies of the response.

Response Content:

A. Cover Letter.
The cover letter shall provide the name, address, telephone and facsimile numbers of the Service Provider along with the name, title, address, telephone and facsimile numbers of the executive that the County should contact with further questions for clarification about the Services.

B. Section 1 – Executive Summary.
Provide a brief overview of your proposed solution, including cost summary, project approach and benefits of solution.

C. Section 2 – Company Profile.
Include the following information:

- Provide the name and headquarters address of your firm;
- Indicate the legal form of the business;
- State the total number of employees for the corporation and the number of employees whose primary responsibility is the Electronic Content Management (ECM) and Client Scheduling Systems;
- State your company's revenues in 2005 and 2006;
- Identify other major products or services your firm offers; and
- Indicate the total number of your company's ECM and client scheduling systems installed and currently in use in the public sector as well as the private sector.

D. Section 3 – Client Profiles

The County is requesting information about clients who have purchased a similar solution and have used it in a production environment for at least one year. Public sector clients whose requirements are similar to the County's would be preferred references. Please include the following information for a minimum of three (3) clients.

Provide the name and address of each referenced client;

- List the name of the client's project manager, their telephone number fax number and e-mail address; and
- Provide a description of the project and the project outcomes.

E. Section 4 – System Functionality.

The purpose of this section is for the respondent to identify specifically how the functionality of their system will meet the needs of the County. Response may include flow charts, diagrams and other visual representations of the system. Please do not substitute printed brochures in response to specific questions.

F. Section 5 – Implementation, Training and Maintenance.

Provide the following information:

- Describe the implementation process and schedule;
- Describe the training process and schedule; and
- Describe the maintenance program and any options.

G. Section 5 –Budget.

Provide a description of all costs, including implementation, training and any other required services.